



# BEER DISPENSING HANDBOOK

**ALBERTA BREWERS' AGENTS LIMITED**

- REPRESENTING -

BIG HORN BREWING CO. LTD. - BOHEMIAN MAID BREWING CO. LTD.  
CALGARY BREWING & MALTING CO. LTD. - MOLSON'S EDMONTON BREWERY LTD.  
SICKS' LETHBRIDGE BREWERY LTD. - THE CARLING BREWERIES (ALBERTA) LIMITED



# FOREWORD

THE art of brewing, which dates back hundreds of years, has made tremendous strides through the centuries until today it has come to be looked upon as a highly developed science.

The brewer of today uses the most modern mechanical equipment and employs the highest quality materials for his product. The brewmaster, who supervises brewing operations and processing, is a highly trained specialist and has spent a lifetime at his profession. He is keenly aware of his responsibilities and is constantly striving to raise the standard of his product.

All these contributing factors give positive assurance that beer, as it leaves the brewery, has reached the peak of perfection.

However, the product quite often is seriously impaired unknowingly by the dispenser or consumer.

This booklet is specially prepared to aid the dispenser or consumer in maintaining the high standard of quality which the brewery produces, until ultimate consumption.

## ALBERTA BREWERS' AGENTS LIMITED

HEAD OFFICE - - - - - CALGARY

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# BOTTLED

When the cap is removed from the bottle and the sparkling, effervescent beer is poured into a glass, few beer drinkers realize the care and scientific preparation necessary to produce this refreshing beverage. Ancient tradition, hundreds of years old, and modern science, working together, have blended to produce today's high standards of quality. However, all the precautions taken to produce bottled beer pure and of excellent flavour may be lost through poor handling. To get the utmost enjoyment, flavour and refreshment out of bottled beer, may we offer the following suggestions:

## **Storage**

Keep bottled beer in a cool, dark place. Never allow it to be exposed to the Sun or Daylight, as exposure to light quickly spoils the flavour. Bottled beer must also be protected from frost, since freezing destroys the flavour, gives the beer a cloudy appearance and usually renders it unfit for consumption.

## **Cooling**

Beer that is stored in a very cold place does not have a true flavour. It lacks the sparkle and refuses to produce a rich, creamy head. It numbs

# BEER

the senses of taste and appears to be flat and unrefreshing. To appreciate the tangy, full-bodied flavour of bottled beer, it should be served at a moderately cool temperature ranging from forty to forty-five degrees.

BOTTLED  
BEER

## Glasses

It is very important that beer be served only in glasses that have been given special care and attention. For full information on the handling and cleaning of glasses, read the chapter entitled "Glass conditioning" as described elsewhere in this booklet.

If you will observe the above suggestions carefully, you will not only gain the feeling of pride that comes from serving a good glass of beer, but also the admiration and respect of your patrons.

DRAUGHT  
BEER

FLAT  
BEER

WILD  
BEER

CLOUDY  
BEER

GLASS  
CONDITIONING

COMPLAINTS  
—  
EMPTY  
CONTAINERS



# DRAUGHT

A glass of draught beer, when served with all its full-bodied flavour and crowned by a rich, creamy head of foam, is a most refreshing and satisfying drink. The serving of a good glass of draught beer, however, is not an easy matter. Draught beer, which is unpasteurized, is a highly perishable foodstuff and requires strict care in its handling.

We shall endeavour in the next few pages to outline the proper handling methods and also outline some of the common disorders brought about by improper handling and their remedies.

Draught beer is filled into specially prepared sterilized kegs through the Bung hole in the side. This process is performed by special racking machines. During the racking process the beer is kept at a temperature slightly above the freezing point, in order to retain all the natural or carbonic gases in the beer. THE AUTOMATIC FEATURES OF THE RACKING MACHINE WILL NOT ALLOW A KEG OF BEER TO BE SEALED UNLESS IT IS COMPLETELY FILLED. Full kegs are sealed with a wooden bung which bears a number representing the consecutively numbered day of the year on which a particular keg was filled. When Draught Beer is filled into the kegs at the brewery, it has been given the proper ageing period and storing these kegs for any length of time will only tend to deteriorate the contents.

## Handling

On arrival of a shipment, the kegs should be carefully examined for signs of leaking, exposure to extreme temperatures, or damage due to rough handling. If, on examination, any of these signs are apparent, proceed as outlined in a later chapter under the heading of "Complaints".

# BEER

## Refrigeration

Beer is a beverage, highly sensitive to heat, cold and sunlight. Like all perishable food products, it should be carefully protected from extreme temperatures and rough handling. After having examined the kegs thoroughly on arrival, they should immediately be stored in a refrigerated place. Since draught beer is very susceptible to heat, it must be protected by either ice or mechanical refrigeration, but under no circumstances must it be exposed to frost, as freezing seriously impairs the quality of the beer and renders it unfit for consumption. The temperature of the cold storage room must be regulated so as to maintain a temperature ranging from thirty-five to forty degrees Fahrenheit. An accurate thermometer placed where it is readily seen should be carefully watched for any great deviations from the desired temperature. When placing kegs in the cold storage room, it should be remembered that the keg bearing the lowest bung number should be tapped first — following in a numerical order.

DRAUGHT  
BEER

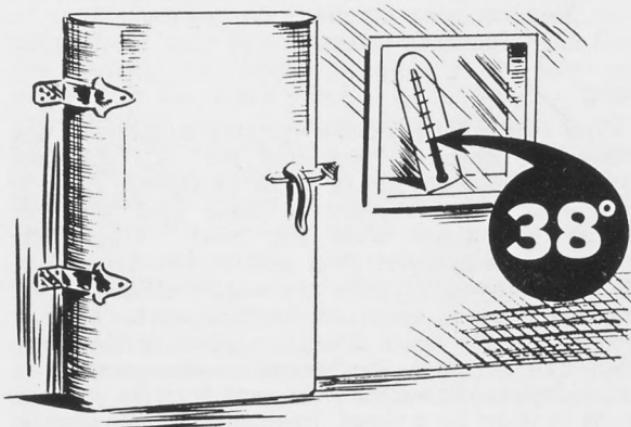
FLAT  
BEER

WILD  
BEER

CLOUDY  
BEER

GLASS  
CONDITIONING

COMPLAINTS  
—  
EMPTY  
CONTAINERS



## Tapping

Wherever possible, the kegs should be allowed to remain unmoved for at least twenty-four hours before tapping, in order to avoid excessive foaming. When it is necessary to move a keg, it should be done very gently in order not to disturb the natural gases to such an extent that a foamy condition will result when the beer is drawn. It is best to arrange full kegs of beer as close as possible to the tapping equipment immediately upon delivery, so that unnecessary agitation will be eliminated when the kegs are tapped. The following steps should be observed when tapping a keg with the Peerless Tap:

1. See that tap rod is clean inside and out.
2. See that cock on tap rod is closed.
3. Make sure that all washers are in good condition and in their proper places.
4. See that Peerless fitting is securely locked into the metal bushing on the keg by a half turn and then tighten bottom flanged lug.
5. Set the tapping rod about one inch above the cork in the keg, and tighten the Top Nut around it sufficiently to allow free movement of the rod.
6. Push the rod down to the bottom of the keg with the palm of the hand. Do not use force as this might damage the tapping rod.
7. Securely tighten top nut of Peerless Fitting around the tapping rod.
8. Apply pressure to the keg immediately on tapping, and do not shut off pressure until keg has been emptied.
9. Open cock on tap rod.

## Pressure

The two chief pressure systems in general use today are carbonic gas and air. Of the two systems, carbonic gas is to be preferred, since it is a natural constituent of beer and will not absorb the gases from the beer. Where air pressure is employed, it is well to remember that air requirements for beer are totally different from the use of air in other commercial work. Beer is a food and the air is directly applied to the beer. With this in mind, the source of air becomes a major factor. The intake air vent must be located so as to draw in a clean, fresh air and not absorb

foul, greasy or smoky odors. It must also be remembered that the pressure on the beer in the keg must not fluctuate but must always be kept in excess of the carbonating pressure. Considering the great variety of installations of different equipment and conditions in use today, it is difficult to arrive at a specific ruling with regard to pressure for all systems. Basically, the pressure required, when using carbonic gas in a low-pressure system, is as follows:

1. One-half pound of pressure for each foot of rise from the bottom of the keg to the faucet.
2. An additional pound of pressure for every five feet of beer line and coil, to overcome resistance in the line.
3. An additional five pounds of pressure at the faucet to ensure an uninterrupted flow.

## Cleaning

For perfect results Beer Lines and coils should be cleaned daily. A periodic inspection of beer lines, tapping equipment and faucets should be made to see that the cleaning procedure used is obtaining the desired results. The appearance of small black specks or a grey cloudy slime in a glass of beer, coupled with an off taste and unpleasant odor that clears up after a few glasses have been drawn, is an indication that the cleaning procedure used is inadequate.

A simple method of cleaning lines, coils and tapping equipment is as follows:

Procure an unpitched keg. This should be filled with a hot 4% soda solution. (A number of good cleaning products are readily obtainable today from any Hotel Supply House.) Connect the tapping rod, apply pressure to the keg and proceed in the same manner as in drawing beer. This solution should be allowed to stand in the lines and equipment for at least a half hour. Then flush the lines thoroughly with clean, hot water to remove all traces of solution, followed by a thorough rinse of cold water.

Steel or Aluminum Kegs should not be used for cleaning lines as solutions will ruin the Keg.

Another method of cleaning lines is the use of a Universal Cleaning Machine. For particulars as to cost, write Alberta Brewers' Agents Limited, Calgary, and all necessary information will gladly be supplied.

FLAT  
BEER

WILD  
BEER

CLOUDY  
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GLASS  
CONDITIONING

COMPLAINTS  
—  
EMPTY  
CONTAINERS

# FLAT

## Cause

1. Temperature of beer too low.

## Result

Beer which is too cold will not only tend to hold the natural gases in the beer and give it a flat appearance, but will also numb the senses of taste and render the beer tasteless.

## Remedy

Store beer in a refrigerated place at temperatures ranging from thirty-five to forty degrees and drawn from the faucet at thirty-eight to forty degrees.

## Cause

2. Insufficient pressure applied to keg.

## Result

Leaking kegs or pressure lines will permit the escape of carbonic gas. Too low a pressure will also allow the carbonic gases in the beer to escape, causing a wild condition for a short period of time, and the balance of the keg will be drawn flat.

## Remedy

Carefully examine kegs and all pressure lines and fittings for any leaks. It is very important to see that the "Thomas Valve" in the Peerless fitting is functioning properly. Maintain sufficient pressure on tapped kegs at all times.

## Cause

3. Temperature of beer too high.

## Result

Beer which is too warm will allow the carbonic gases to expand and thereby create a turbulent or foamy condition when first tapped. Since the

# BEER

expanded gases will all be released after the first half of the keg is drawn, the remaining half will become flat.

## Remedy

Maintain proper temperature of thirty-five to forty degrees Fahrenheit in the beer storage room.

## Cause

4. Soiled or greasy glasses.

## Result

Any trace of grease on the beer glass will quickly break down the head of foam and give the beer a flat appearance.

## Remedy

Glasses should be cleaned thoroughly in hot water to which has been added a small quantity of Disinfectant. Rinse in cold clear water and drain. For further information, see the chapter entitled, "Glass Conditioning."

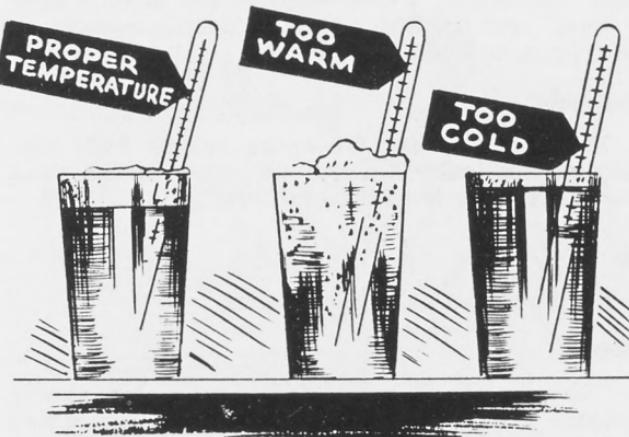
FLAT  
BEER

WILD  
BEER

CLOUDY  
BEER

GLASS  
CONDITIONING

COMPLAINTS  
—  
EMPTY  
CONTAINERS



# WILD

## Cause

1. Pressure or temperature too high, or insufficient pressure where high pressure taps are used.

## Result

When too high a pressure is applied to a keg, the excessive pressure will create a turbulent condition in the entire system, causing foam. Beer tapped at too high a temperature will have the same effect as excessive pressure.

## Remedy

Maintaining proper temperatures in the storage room will eliminate this trouble. With a little time and practice, the correct pressure for each individual installation will be determined.

## Cause

2. Restriction in beer lines.

## Result

Pinched lines, sharp bends, poor washers which have been squeezed out of shape, or any other obstruction which restricts the smooth flow of beer, will create agitation which results in wild, foaming beer.

## Remedy

Thoroughly check the entire system from tapping rod to faucet. Open all joints in the lines and inspect the washers and lines.

## Cause

3. "Cracking" the beer faucet.

## Result

"Cracking" or opening a faucet too slowly agitates the beer, thereby separating the gases from the liquid, resulting in a wild condition.

# BEER

## Remedy

Open faucet wide with a quick motion. With a little practice, the proper method of drawing will be acquired.

## Cause

4. Glass held too far from faucet.

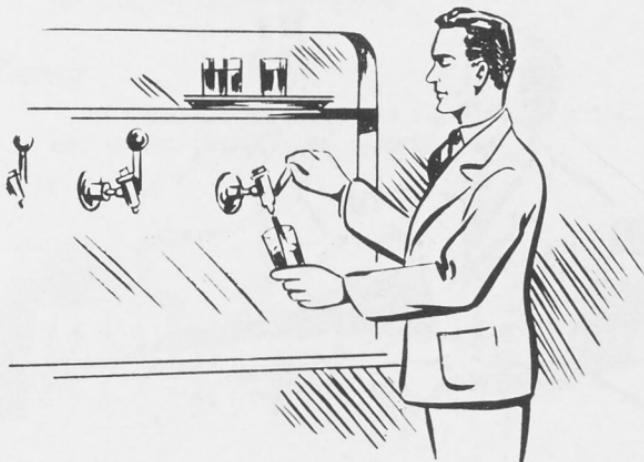
## Result

When the bartender holds a glass too far from the faucet when drawing, the beer strikes the bottom of the glass, separating the gases from the liquid, and will result in too large a head of foam on the glass.

## Remedy

Hold the glass as near to the faucet as possible and slightly at an angle, so that the beer will strike the side of the glass.

WILD  
BEER



CLOUDY  
BEER

GLASS  
CONDITIONING

COMPLAINTS  
—  
EMPTY  
CONTAINERS

# CLOUDY

## Cause

1. Defective beer hose.

## Result

Beer hose that has become deteriorated or dried out has a tendency to give the beer a cloudy appearance.

## Remedy

A thorough check should be made regularly to determine the state of rubber hose. Under normal conditions, beer hose should be changed at least twice a year.

## Cause

2. Sagging beer lines.



# BEER

## Result

Small pockets are formed when either hose or block tin lines are allowed to sag. These pockets form ideal places for the growth of bacteria, which is injurious to both the appearance and taste of beer.

## Remedy

Make sure that all lines are properly supported to prevent sagging or "dips" in the lines, wherever possible see that beer in passing through the lines is constantly on the upward grade.

## Cause

3. Dirty lines.

## Result

Possibly the chief source of cloudy beer can be attributed to dirty lines and equipment.

## Remedy

It cannot be urged too strongly that a rigid standard of cleanliness be adopted in respect to all beer drawing equipment.

## Cause

4. Frozen beer and beer kept too long and kept too warm also cause cloudy beer.

CLOUDY  
BEER

GLASS  
CONDITIONING

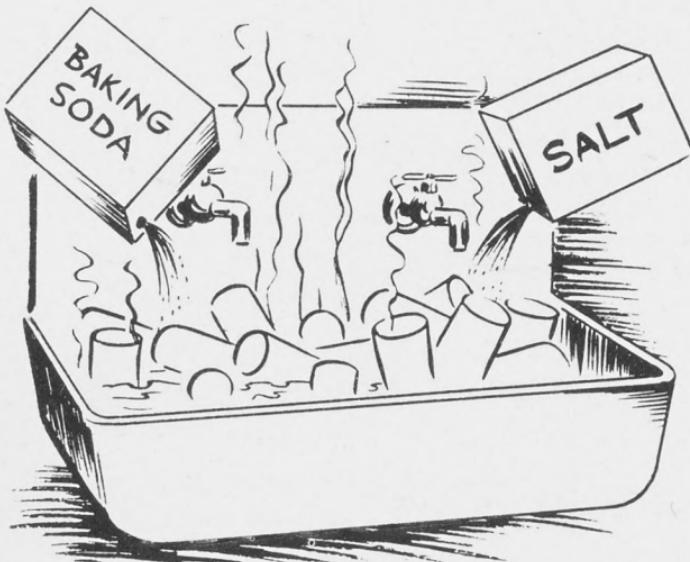


COMPLAINTS  
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EMPTY  
CONTAINERS

# GLASS

It is well to mention at this time, that there is, perhaps, no one factor concerning beer that has more to do with the taste, palatability and general appearance than the condition of the glass in which it is served. Beer should always be served in "clean" glasses. The term "clean" as applied to beer glasses, means glasses that are free of all traces of greases or soap in any form.

During the normal operation of a beer parlour, the glasses, before using and after use, should first be cleaned in a clean water to remove any dust or beer foam, then dipped in a proper solution to sterilize them. Rinse in clean water to remove solution and place on a CLEAN drain-board to dry. Any Hotel Supply House can furnish you with the proper glass conditioning sterilizer. One sure sign of an unclean glass is gas bubbles clinging to the inside of the glass below the foam level.



# CONDITIONING

When grease is present in any form on the surface of the glass, it causes the beer to go flat and lose its head of foam. A clean glass will hold a creamy head for quite some time and will leave a series of well-defined rings of foam around the inside of the glass after drinking, while a soiled glass has a speckled appearance, showing the foam clinging only to the clean spots inside the glass.

Beer glasses which are in continuous use in the normal operation of the beer parlour will tend to take on a cloudy appearance after a short time. This cloudy film is caused by the Sterilizer base drying on the glass. This cloudy film, while in no way harmful, does give the appearance of a soiled glass. In order to remove this film, wash the glasses in warm water to which a small quantity of baking soda or salt has been added. A proper glass cleaning brush should be used — rinse in clear, cold water and allow them to stand upside down on the drain board until dry.

Glass polishing towels should be washed **without soap.**



GLASS  
CONDITIONING

COMPLAINTS  
—  
EMPTY  
CONTAINERS

# COMPLAINTS

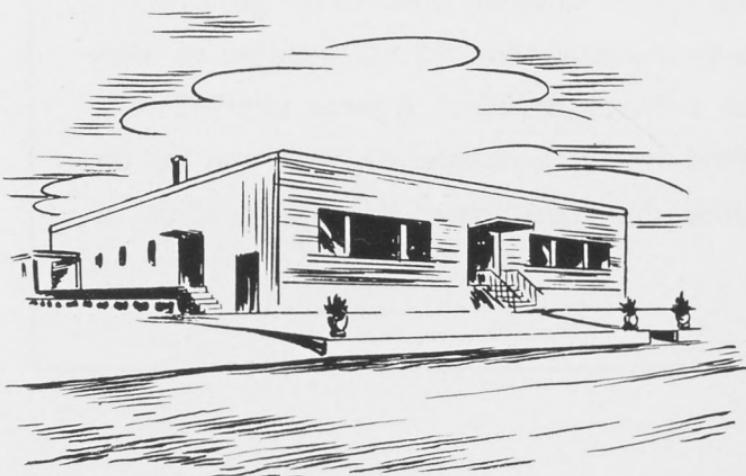
Beer shipments are delivered to and accepted by the Transportation Companies in good order. If damaged, leaking or frozen on arrival, do not give a clear receipt to the transportation company, but mark the receipt with statement of damage or loss. Then file a claim against the transportation company and notify the Liquor Board that you have done so.

If on arrival, the shipment appears to have been abused, then write to the Alberta Liquor Control Board, Head Office, Edmonton, giving full particulars of your complaint, naming the brand of beer, the size of the keg, the number on the bung, the date the beer was received, how long the beer was on tap before the condition complained of was noticed, approximately what quantity of beer had been sold before the keg was taken off tap, whether it is a steel or aluminum keg. In the case of a leaking keg, state whether or not the leakage appears to be the result of damage to the keg. The keg with the beer in it must be corked and set aside until instructions are received from the Liquor Board as to its disposal. Under no circumstances must it be shipped, except in accordance with the Board's instructions.

# EMPTY CONTAINERS

Located in the Province of Alberta at ten strategic centres — namely: Blairmore, Calgary, Camrose, Drumheller, Edmonton, Grande Prairie, Lethbridge, Medicine Hat, McLennan and Red Deer are the Alberta Brewers' Agents Limited Bottle and Keg Warehouses, to which all empty beer bottles and kegs are returned. Shipments of empty containers should be made direct to the nearest Warehouse AT LEAST ONCE A WEEK.

It should be remembered that empty beer bottles and kegs are food containers, and should be given your utmost care and attention. Empty bottles should be placed in proper beer cartons whenever possible, and stored indoors.



# CONCLUSION

This booklet has been specially prepared for your information by the Alberta Brewers' Agents Limited, and while it may not answer all the problems you will meet in connection with the handling of both draught and bottled beer, it has been our aim to consolidate as briefly as possible the main highlights in the proper dispensing of beer.

If you are having trouble with your equipment, if you contemplate changes or improvements, if you experience difficulty in drawing a "good" glass of beer, or would like further detailed information with regard to your equipment, do not hesitate to write the Alberta Brewers' Agents Limited, who stand ready to co-operate with you for the successful operation of the beer parlour.



